

Who is Big Concerts and what rewards do I get with Big Concerts as a Discovery Bank client?

Big Concerts is a live events company responsible for bringing some of the best international artists to South Africa. Because Big Concerts is a Discovery Bank rewards partner, Discovery Bank clients get access to Big Concerts event tickets 48 hours before tickets go on sale to the public.

Who qualifies for the 48 hours pre-sale access to tickets?

Discovery Bank clients with a qualifying account get access to Big Concerts event tickets 48 hours before anyone else. Qualifying accounts are:

- Discovery Bank Credit Card Account
- Discovery Bank Suite
- Discovery Bank Transaction Account
- Discovery Account
- Discovery Card issued before the launch of Discovery Bank but administered by Discovery Bank.

Eligible clients must pay for tickets with a Discovery Bank card that is linked to a qualifying account.

Discovery Bank clients with a savings account need to log in to the Discovery Bank app and add a transaction account or credit card account. Once you've added a transaction account or credit card, you can add a free virtual card and use it to buy your pre-sale tickets.

Which artists or events can I book pre-sale access tickets for using my Discovery Bank card or previous Discovery Card, and when do tickets go on sale?

Book pre-sale tickets for Calabash 2025 – pre-sale starts 13 March 2025.

When are Calabash 2025 tickets going on sale?

Ticket sales for Calabash 2025 open to the public on 13 March 2024 but Discovery Bank transaction account, credit card and full banking suite clients **get 48 hours pre-sale access to tickets 11 March 2024 from 9:00 before everyone else.**

How do I book pre-sale access tickets?

You can book tickets on Ticketmaster.co.za. You will need a Ticketmaster account to complete the transaction, so visit Ticketmaster and register a profile so you're ready for the pre-sale.

You'll receive an order confirmation after your ticket purchase but ticket delivery for this event will be delayed. Tickets will only be available from 30 days before an event and Ticketmaster will notify you when tickets can be viewed or downloaded.



How many pre-sale access tickets can I book?

A primary cardholder or secondary cardholder(s) combined can book up to ten pre-sale access tickets per concert (one show of the tour) using a Discovery Bank card or previous Discovery Card.

If the ticket limit is exceeded, Ticketmaster may cancel some or all orders and tickets without notice. This includes orders associated with the same name, email address, billing address, credit card number or other information.

When is the Calabash 2025 taking place?

There will be two Calabash events in South Africa in 2024 – one in Cape Town and one in Johannesburg. The dates for the two events are:

- **19 January 2025, FNB Stadium, Johannesburg**
- **23 January 2025, DHL Stadium, Cape Town**

Where will the Calabash 2025 events be hosted?

There will be two Calabash events in 2024 – the venues are:

- **FNB Stadium, Johannesburg** on 19 January 2025
Doors open at 14:00 and the show starts at 17:00.
- **DHL Stadium, Cape Town** on 23 January 2025.
Doors open at 15:00 and the show starts at 18:00.

Are tickets for Calabash 2025 only delivered digitally?

Yes, all tickets will be digital and will only be available from 30 days before the event. You'll be able to access your tickets in your Ticketmaster account under 'My Account' or in the Ticketmaster app that's available on the App Store or Google Play Store.

You need to transfer tickets through Ticket Transfer to the friends or family members you booked for.

Is there an age restriction for Calabash 2025?

No children under the age of 3 (three) are allowed to attend the event.



How do I allocate a name to a ticket I've bought?

Ticket Transfer lets you allocate and send tickets to friends before the event, straight from your Ticketmaster account to theirs, after which their names will appear on their tickets.

Are there any VIP packages for the Calabash events?

Yes, there are VIP Tickets for the shows:

Calabash Hot Seat Package:

- 1x best in-house reserved seat near to the stage.
- Limited-Edition Calabash merchandise.
- VIP Priority Check-In & Separate VIP Entrance.
- One Commemorative VIP Tour Laminated & Lanyard.

Calabash Early Entry Package:

- 1 x Unreserved Front Zone Standing ticket*
- Early Entry & First Access to the Front Zone Standing area
- VIP Priority Check-In & Separate VIP Entrance
- Limited-Edition Calabash merchandise
- One Commemorative VIP Tour Laminated & Lanyard

** There is no dedicated, reserved space in the Front Zone Standing Area.*

Calabash Lounge (Cape Town):

- Prime position viewing lounge ticket
- Private cash bar & food vendors with a variety of options available to purchase
- Private ablution facilities

Stadium Management Lounge (Johannesburg):

- Prime Position Viewing Lounge Ticket
- Complimentary buffet meals and premium bar
- Private ablution facilities
- Parking (1:4 ratio)



Are venues wheelchair-friendly and how does accessibility seating work?

The venues are wheelchair-friendly with dedicated accessibility seating for spectators with accessibility requirements.

You can book these tickets on [Ticketmaster.co.za](https://www.ticketmaster.co.za) and each paid accessibility ticket comes with a free accessibility assistant ticket, but these tickets are sold on a first-come-first-served basis. Ticketmaster Customer Care will contact you within five days of your booking to confirm your accessibility and wheelchair requirement, and only after confirmation will they issue the free assistant ticket.

For everyone's safety, spectators with accessibility requirements can only be placed in the designated accessibility area and won't be allowed in the standing or general seating area due to safety.

What is Ticket Transfer?

Ticket Transfer lets you allocate and send tickets to friends before the event, straight from your Ticketmaster account to theirs, after which their names will appear on their tickets. Ticket Transfer is convenient, simple, and free and can be done on your desktop or mobile device. Ticket Transfer will be active from 30 days before the event date. Ticket Transfer doesn't apply to a family unit where some of the spectators are under 12, in which case the tickets don't have to be transferred.

Are tickets bought on other websites valid?

Only tickets bought through Ticketmaster are valid for entry to the Calabash 2025 events in South Africa. Tickets bought from third-party websites, like Viagogo, are not valid for entry.

Do you have floor plans of the venues?

You'll be able to see the venue floor plan and seat sections when you book your tickets.

Will there be meet-and-greet opportunities?

Unfortunately, we can't arrange a meet-and-greet with artists as these are done at their discretion.

How do I get hold of Ticketmaster Customer Care?

You need to contact [Ticketmaster Customer Care](#) if you have any specific queries about your booking, your tickets or a refund.

Do I have to be vaccinated to attend a Big Concerts event?

Government regulations state you don't have to be vaccinated to enter a venue, nor do you have to supply a negative antigen or PCR test.



Do I need to wear a mask to a concert venue?

While wearing a mask is no longer mandatory, we leave these decisions to the individual concert goer. However, we strongly encourage vulnerable people and those with underlying medical conditions to take appropriate health precautions.

What is the Ticketmaster Fan Guarantee?

With the Ticketmaster Fan Guarantee you can cancel your ticket up to 60 days before the event date. You'll receive a full refund less a cancellation fee equal to your specific ticket's relevant service charge.

See the full terms and conditions [here](#).

